DOCUMENT RESUME

ED 417 729 IR 056 956

AUTHOR	Lawrence, Tamiko Danielle; Thomas, Susan; Winston, Mark
TITLE	The Peer Reference Counseling Program at Odum Library. Training Manual.
INSTITUTION	Valdosta State Univ., GA. Odum Library.
PUB DATE	1998-02-00
NOTE	48p.
PUB TYPE	Guides - Classroom - Learner (051)
EDRS PRICE	EDRS Price MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Academic Libraries; Databases; Guidelines; Higher Education; Library Catalogs; Library Guides; *Library Instruction; *Library Personnel; Library Policy; Library Services; Minority Groups; Online Searching; *Orientation Materials; *Peer Teaching; *Reference Services; *Student Employment; Trainees; Training; Users (Information)
IDENTIFIERS	Valdosta State University GA

ABSTRACT

The Peer Reference Counseling Program at Valdosta State University (Georgia) is a program designed to provide students with a unique opportunity to work at the Reference Desk at Odum Library. This program employs minority students and trains them to work at the Reference Desk answering basic reference questions and utilizing as well as demonstrating the various technological resources in the library. Additionally, the Peer Reference Counselors are able to further develop their own research, interpersonal, and communication skills, along with their understanding of information technology. The program addresses the following objectives: (1) the University's goal related to student retention and cultural diversity; (2) enhancing the atmosphere of the library for minority students; and (3) providing adequate reference desk coverage. The training manual is divided in two parts: the policy manual and the training manual. The policy manual contains general information and procedures, including hiring and scheduling, training, attendance, meals and breaks, school breaks, Reference Desk policies, and problem and conflict resolution. The training manual section contains maps for the physical layout of the library and satellite locations, and guides to using DRAGON--the online catalog, GALILEO (Georgia Library Learning Online), ERL Subject Indices--online and CD-ROM databases, and government documents. (SWC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

IR

TRAINING MANUAL

for

The Peer Reference Counseling Program at Odum Library

ED 417 729

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL IN OTHER THAN PAPER COPY HAS BEEN GRANTED BY

Tamiko D. Lawrence

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

Valdosta State University
Valdosta, Georgia

Tamiko Lawrence, Coordinator
Susan Thomas, Co-Coordinator
Dr. Mark Winston, Administrator

BEST COPY AVAILABLE

IR056956

Taking the Library Beyond Its Doors . . . Reaching and Serving Our Community!

The Peer Reference Counseling Program at Odum Library

Table of Contents

Preface.....*i*

Introduction.....*ii-iii*

What is the Peer Reference Counseling Program?.....*iv*

Goals of the Peer Reference Counseling Program.....*v*

Job Description.....*vi*

Peer Reference Counselor Info Sheet.....*vii*

Peer Reference Counselor Contact List.....*viii*

PART I: POLICY MANUAL SECTION.....*1-14*

General Info, Procedures, & Job Responsibilities.....*1-2*

Hiring and Scheduling.....*3*

Training.....*4*

Attendance & Punctuality Policy.....*5*

Time Cards & Paychecks.....*6-7*

Starting a Shift.....*8*

Long Shifts, Meals, & Breaks.....*9*

Final Exam Week.....*10*

Between Quarters.....*10*

General Reference Desk Policies.....*11-13*

Problems and Conflict Resolution.....*14*

Part II: TRAINING MANUAL SECTION.....*15-33*

Tour of Odum Library.....*15-21*

2nd Floor Map.....*15*

2nd Floor Locations.....*16-17*

1st Floor Map.....18
1st Floor Locations.....19
3rd Floor Map.....20
3rd Floor Locations.....21
Satellite Locations.....22
DRAGON.....23-25
What is DRAGON.....23
Basic Guidelines for DRAGON Searching.....23
How to Search in DRAGON.....23-24
Subject Searching.....24
Keyword Searching.....25
Printing.....25
GALILEO.....26-28
Basic Guidelines for GALILEO Searching.....26-27
Finding Articles in GALILEO.....27-28
Printing.....28
ERL Subject Indices.....29
Government Documents.....30-33
Government Documents Call Numbers.....30
Common Prefixes of Su Documents.....31
Finding Government Publications.....31-32
Possible Sources for Locating Government Info.....32-33

PREFACE

Many academic libraries are struggling with the issue of how to provide reference desk coverage adequately. In today's academic libraries, it is no longer uncommon for reference desks to be staffed by either paraprofessionals or student assistants or both working with librarians or alone. There are numerous reasons to support this growing trend away from staffing reference desks with only professional librarians which is considered ideal and the ultimate way to staff reference desks. The most compelling reason for this change, however, is due to the increase of professional responsibilities, such as bibliographic instruction, online searching, library and campus committee work, involvement in regional, state, or national library associations, research or publishing, as well as various other projects. Additionally, shrinking library budgets limit hiring of more professional librarians.

In order to provide sufficient reference desk coverage, many academic libraries are training paraprofessionals or student assistants for reference desk work. At Odum Library, a Peer Reference Counseling Program was initiated during Winter Quarter 1997 to help us in filling the void of adequate reference desk coverage. The purpose of the Peer Reference Counseling Program is trifold. In addition to increasing desk coverage, it serves to address the University's goals related to student retention and cultural diversity by employing minority students in the library to assist their fellow students by answering basic reference questions and introducing other students to information technology and research techniques. In addition, the Peer Reference Counseling Program serves to enhance the atmosphere in the library for minority students by providing a point of contact in the library that is not intimidating or threatening.

INTRODUCTION

Greetings!

Welcome aboard to the Peer Reference Counselor Staff at Odum Library. I am very pleased to have you working here and I am looking forward to a successful year. As an academic library, we rely heavily on our Student Assistants to help with many operations in the library. As a Peer Reference Counselor, you are a very important and essential part of our staff.

This handbook is designed to give you some basic information about the library as a whole as well as basic Policies and Procedures of the Peer Reference Counseling Program. Use it as a guide. I would like to provide you with information about your new position.

1. During your first week, please read your training manual thoroughly. If you come across anything that needs clarification, or if you have questions that the training manual does not address, write them down. Please e-mail me with your questions and we can arrange a convenient time to meet.

2. I will give you a walking tour of the library in your initial training. The tour is designed to familiarize the Peer Reference Counselors with the library so that they can successfully answer directional questions and assist patrons in efficient and effective use of the library.

3. Keep in mind that you will rarely, if ever, be on the desk alone. You will work with a librarian at the Reference Desk. Observe all questions, both reference and directional. As you are being trained, please follow the librarian as he or she conducts the reference interview and proceeds to answer questions. If you have questions, please feel free to ask the Librarian once the process has been completed and there are no other patrons waiting. Or, if you prefer, write the question down and ask or e-mail myself or Susan Thomas later.

4. If you do not already have an e-mail account set-up, please do so to help provide a quick, easy means of communication among us. E-mail accounts can be established through Academic Computing on campus. You can complete an application in Ashley Hall or electronically via VSU's Homepage.

5. I will try to keep you well-informed of other aspects of the training program as they occur. I will also give you as much information as I can so that you can perform your job well and know what is expected of you as a Peer Reference Counselor. I would also like to emphasize that my door is always open and feel free to ask me anything. I want you to have a valuable learning experience here and will do what I can to ensure that. You can help me by informing me of your needs and how I can help in your job.

You can help to make the Library a more pleasant, understandable, and enjoyable atmosphere. It is important for you to understand some of the general background of library work and not to think of your work as "just a job."

Patrons of the library will expect you to be able to assist them when they ask for help. Know your limits – Ask your supervisor or the librarian on duty when you are not sure of the correct answer. It is better for the patron to wait for the correct answer to a question than to leave the building with erroneous or incomplete information.

As an employee you have access to personal information kept by the library. Information such as what books a patron has checked out or requests on interlibrary loan, who has a particular book, or even whether or not a person is currently in the library. Keep in mind that all of the aforementioned are confidential and not to be repeated .

We hope that you will enjoy working with the library staff and that the information you gain from working in Odum Library will serve you well during your academic career.

Sincerely,

Tamiko D. Lawrence

Tamiko D. Lawrence, Coordinator
Peer Reference Counseling Program

WHAT IS THE PEER REFERENCE COUNSELING PROGRAM?

The Peer Reference Counseling Program at Valdosta State University is a program designed to provide students with a unique opportunity to work at the Reference Desk. It trains and employs minority students to work at the Reference Desk answering basic reference questions and utilizing as well as demonstrating the various technological resources in the library. Additionally, the Peer Reference Counselors are able to further develop their own research, interpersonal, and communication skills, along with their understanding of information technology. The Program addresses the following objectives: (1) The University's goals related to student retention and cultural diversity; (2) Enhancing the atmosphere of the library for minority students; and (3) Providing adequate reference desk coverage.

WHAT ARE THE GOALS OF THE PEER REFERENCE COUNSELING PROGRAM?

The goals of the Peer Reference Counseling Program are as follows:

- *To enhance the ability of undergraduate students, particularly minority undergraduate students;* ***to make effective use of the Library.***
- *To provide a point of contact in the Library that is not intimidating and which encourages students to ask questions.*
- *To provide role models for minority undergraduate students.*
- *To improve the research skills, interpersonal/communication skills and knowledge of information technology of the Counselors.*
- *To enhance the educational experience of the minority undergraduate student and enhance retention efforts.*
- *To recruit for the profession.*

PEER INFORMATION COUNSELING PROGRAM

JOB DESCRIPTION

Key Duties and Responsibilities:

- *Provide basic reference service in the Library.*
  - *Provide assistance using DRAGON, our online catalog*
  - *Provide assistance using GALILEO*
  - *Provide assistance with e-mail*
  - *Answer directional questions*
  - *Refer to Librarian on duty*
- *Actively provide public relations for the Peer Reference Counseling Program and the Library.*
- *Provide term paper assistance.*
- *Serve as a Reference Counselor Representative in other campus organizations.*
- *Encourage use of the Library by their friends and peers in other organizations on campus.*
- *Serve as role models for other undergraduate students.*
- *Serve as a point of contact that is less intimidating than a professional Librarian or other library staff member.*
- *Prepare articles for a monthly newsletter about research topics, technology and other aspects of the Library.*
- *Participate in ongoing training to enhance job performance.*
- *Perform other duties as assigned.*

Peer Reference Counselor Information Sheet

Name_____

Address_____

_____

Phone Number (912)_____

Birthdate_____

Classification_____

Major(s) and Minor(s)_____

_____

Other Areas of Interest_____

_____

Special Skills_____

_____

PEER REFERENCE COUNSELING PROGRAM PERSONNEL AND CONTACT LIST

Name	Title	E-Mail	Phone
Tamiko Lawrence	Coordinator Training	tbrown	245-3751
Susan Thomas	Co-Coordinator Newsletter	sethomas	333-7150
Dr. Mark Winston	Administrator Publicity	mwinston	333-7185
Roy Rasheed	Peer Reference Counselor	rrasheed	253-4565
Robin Roberson	Peer Reference Counselor	rroberso	241-9047
James Shiroya	Peer Reference Counselor	joshiroy	257-0448

SECTION I:

POLICY MANUAL

for

The Peer Reference Counseling Program

Odum Library
Valdosta State University
Valdosta, Georgia

General Information, General Procedures, and Job Responsibilities

This section is an informal introduction to working at the Reference Desk. Specifics and details concerning your job will be discussed at length during your training period.

The primary function of the Information Services Department is to give reference and instructional assistance in the use of the library and its resources. Information Services provides instruction in the use of DRAGON, Odum Library's Online catalog; indexes, both print and electronic, such as GALILEO databases, ERIC, Sociofile, etc.; as well as bibliographic and other reference tools. Many of the basic queries at the Information Desk, you will be able to answer on your own. However, for some complex queries, you may need to refer the patron to the Librarian on duty for further assistance. It is critical that you know when to refer a patron to a Librarian. With few exceptions, there will always be a Librarian on duty with you at the Information Desk. If you are on the Desk alone, please tell the patron approximately what time a Librarian will return.

Library patrons are, obviously, our most important resource. We need to treat them with courtesy and respect. We are here to provide service and must act in a business-like manner.

Since there are times when you will be asked about this, you should be familiar with the library staff. There is a list of library personnel posted at the Information Desk. At the very least, you should know:

Dr. George Gaumond, University Librarian
Dr. Betty Paulk, Associate University Librarian
Dr. Mark Winston, Assistant University Librarian

Additionally, you should also know the members of the Information Services (IS) staff and their primary job responsibilities:

Ms. Teria Curry, Outreach & Off-Campus Library Services
Ms. Deborah Davis, Bibliographic Instruction
Mr. Mark Dibble, Stack Maintenance & Looseleaf Services
Mrs. Glen Ann Harbin, Government Documents Clerk
Mrs. Tamiko Lawrence, Government Documents
Ms. Denise Montgomery, Interlibrary Loan
Dr. Terrence Sebright, Collection Development
Ms. Susan Thomas, Archives
Mrs. Lina Wallace, Interlibrary Loan Clerk

Peer Reference Counselors on duty at the Information Desk need to know the answer to many general information questions. Some frequently asked questions are: "Where are the copier machines located? Where are the periodicals (magazines, newspapers, or journals) located? Where are the restrooms? Does the library have a paging system? Where are the encyclopedias located? Where is my class meeting? May I post a sign or poster? What are the library's hours?"

These questions, and more, are questions that are asked repeatedly throughout the day. You need to know the answer to all of these general directional and reference questions that are frequently asked by our patrons so that you can address patrons appropriately. You will learn the answers to these questions in training or during your first week or two of training.

Familiarize yourself with telephone procedures. Use proper telephone etiquette. If necessary, learn the proper way to answer the phone, transfer calls, and exhibit courtesy with all phone transactions. Whenever in doubt, always ask a staff member for assistance.

Hiring and Scheduling

Once hired, a Student Assistant or Work-study student must complete additional paperwork both in the Library and Student Employment Services in Powell Hall.

One of the first steps in the post-hiring process is scheduling work time around the Reference Department's needs and class hours. Therefore, as soon as you know what your class schedule is, please notify Tamiko Lawrence, who is responsible for the scheduling of the Peer Reference Counselors.

Newly hired Peer Counselors are expected to:

- *Read the Training Manual carefully and ask questions about any points not clearly understood.*

- *Have a picture taken in the Media Services Department for the employee folder.*

The maximum hours any student can work is 19 per week. Typically, Student Assistants in the Library are scheduled for 10-15 hours per week. Exceptions are made in unusual cases. Individual shifts may range from one to eight hours, depending on class schedule and coverage needs. Shifts are always on the "hour." Peer Reference Counselors should not schedule themselves for hourly shifts that limit their ability to get to class or their other jobs on time.

TRAINING

Overall, training of the Peer Reference Counselors is the responsibility of the Coordinator. Every Peer Reference Counselor is required as a condition of employment to attend a two hour training session upon hiring.

Training of Peer Reference Counselors is conducted by all of the Information Services (Reference) Librarians as necessary during a Counselor's scheduled desk hours. You will be paid for your training time and are expected to use the training time as a guide, not an all-inclusive education regarding your duties as a Peer Reference Counselor.

ATTENDANCE AND PUNCTUALITY POLICY

Once a schedule has been prepared for the quarter, the Peer Reference Counselors are expected to be at work on time on the days they are scheduled to work. As with any job, poor attendance and repeated tardiness will not be tolerated are grounds for dismissal. When a Counselor needs to be late or miss a shift, it is expected that he or she will phone the Information Services Department (333-7149) or Tamiko Lawrence (245-3751) or Susan Thomas (333-7150) to inform the Department. If a Counselor knows in advance that he or she will miss a shift, it is expected that the Counselor find another Counselor to work his/her hours and inform Tamiko Lawrence of the change.

Timecards and Paychecks

There is not a time clock in the Reference Department for student workers to keep up with their time by clocking in and out when scheduled to work. Consequently, student workers must sign in and out on individual time cards which are kept in the Reference Office in the Peer Reference Counselor's mailboxes located in the IS Office by the staff mailboxes. Please adhere to the following procedures when filling out your time cards to ensure that you will be paid on time.

Timesheet Procedures

1) *Make sure you are filling out the right color timesheet!*

- *Work Study Students - White Time Sheets*
- *Student Assistants - Yellow Time Sheets*

2) ***NEVER** fill out hours in advance. Sign in when you come in, and sign out when you leave.*

3) *Always fill out your timecard in **BLACK** ink. No pencil or red, green, or blue ink.*

4) *Make sure you are filling out your time in the correct week. If you have a question, ask one of the Peer Reference Counselor Advisors (Tamiko or Susan).*

5) *Always show the time worked in whole, half, and quarter hours.*

- *Always show your time as .25, .50, .75, or whole hours.*
- *If you come in at 10:00 and leave at 11:10, show this as 1.25 hours worked.*
- *If you come in at 3:30 and work until 5:20, this would be 1.75 hours worked.*
- *Round up or down accordingly.*

6) *The Peer Reference Coordinator will send a reminder via e-mail when timesheets are due. When completing your timesheet to be turned in, make sure you have:*

- *Please completely fill out your timesheet on the right time card and place the completed timesheet in the Coordinator's (Tamiko's) mailbox by 5:00 PM Tuesday for review and signature.*
- *If you need to project hours, do so accordingly.*
- *Please keep in mind that turning in a completed timesheet, when it is due, is part of your job responsibilities.*

7) *Perhaps the most important thing to remember is . . . turn your timeshseet in* ***ON TIME!***

Paychecks

Paychecks, which can be picked up from the Payroll Office in Nevins Hall, are issued on the Friday of the week following timecard submission. If your timecard is turned in on Tuesday, the 5th, your paycheck will be available on Friday, the 15th.

STARTING A SHIFT . . .

Initially, when you arrive at work, you should do the following:

- *Pull your timecard from your box and sign in. Never, never sign in at the point of leaving. Sign in when you arrive for work.*
- *Check for any mail in your box and check your e-mail for messages from the Advisors. Please read carefully!*
- *Put all of your personal belongings on designated shelves in the Reference Office.*
- *Always check with a Peer Reference Counselor Advisor or the Librarian on duty before starting work to see if any specific tasks need to be done.*
- *Do not dawdle around the Information desk unnecessarily.*
- *Refrain from talking excessively.*
- *Shelve books and straighten the Reference Area, when necessary, during slow periods.*
- *Occasionally, rove or walk around the reference area to see if anyone needs help.*

Long Shifts, Meals, and Breaks

Federal law mandates that for any employee working a shift that is four hours or longer, the employee is entitled to a fifteen minute break during that shift. Shifts that are more than six hours entitle the employee to a thirty minute meal break. Peer Reference Counselors do not have to sign out and in for a fifteen minute break, but must sign out and in when taking a 30-minute meal break.

Questions or requests regarding your meals and/or breaks should be referred to the Librarian on duty. If you need to leave the library for any time during a work shift, whether for a break, meal, emergency, etc., please inform the Librarian on duty before leaving.

Final Exam Week

Regular quarter work schedules run through the last day of classes. Special arrangements for a modified work schedule can be made for final exam week. Recognizing that all Peer Reference Counselors are full-time students and that school is your first priority, we are fairly flexible with your scheduling during finals week and throughout the quarter as well. Please inform the Coordinator of your intentions as soon as possible. Keep in mind that no-shows during times you promised to work are grounds for immediate dismissal.

Between Quarter Breaks

Generally, there are insufficient funds for Peer Reference Counselors to work during between quarter breaks. Occasionally, there are exceptions. If you are interested in working between quarters, speak to the Coordinator to see if funds are available.

General Reference Desk Policies

1) Be polite and courteous to all library patrons, both in person and on the phone.

2) Provide service with a smile.

3) Be punctual for the days and times you are scheduled to work.

4) Always be approachable to library patrons so that they will feel comfortable coming to the desk with questions:

   - Make patrons feel comfortable in situations which may be perceived as intimidating, risky, confusing, and overwhelming.
   - Establish initial eye contact with all patrons.
   - Acknowledge the presence of patrons by smiling and/or open body language, such as a friendly greeting, standing up, moving forward, or moving closer to the patron.
   - Acknowledge others waiting for service.
   - Remain visible to patrons as much as possible.
   - Rove the reference area offering assistance as much as possible.

5) Demonstrate a high degree of interest in the reference transaction.

   - Face the patron when speaking and listening.
   - Maintain or re-establish eye contact with the patron throughout the transaction.
   - Focus attention on the patron.
   - Appear unhurried during the transaction.
   - Signal understanding of the patron's needs through verbal or non-verbal confirmation, such as nodding the head, brief comments or questions, or restating the question.

- Establish a physical distance which appears to be comfortable for both you and the patron, based upon the patron's verbal and nonverbal responses.

6) Listen carefully to the patron's information needs and ask questions to confirm, if necessary.

- Use a tone of voice appropriate to the nature of the transaction.
- Keep communication receptive, cordial, and encouraging in manner.
- Allow patrons to fully state their information need before responding.
- Rephrase questions or requests and ask for confirmation to ensure that the patron is understood.

7) Use open-ended questioning techniques to encourage patrons to expand on their request or present additional information. Examples include:

- Please tell me more about your topic.
- What additional information can you give me?
- How much information do you need?

8) Refine the search by using closed and/or clarifying questions, such as:

- What have you already found?
- What type of information do you need (books, articles, etc.)?
- Do you need current or historical information?

9) Clarify all confusing terminology and use terminology understandable to the patron.

- Maintain objectivity and do not interject value judgments about the subject matter or the nature of the question into the transaction.

10) Conduct an effective search to help the patron locate relevant information.

- Determine if the patron is satisfied with their search results.
  - ◊ Encourage the patron to return to the reference desk.
  - ◊ Return to the patron after the patron has had time to study the information source(s).
- Refers the patron to the Librarian on duty when more expertise is needed.

- Tries to ensure that the patron will receive appropriate service after a referral by providing accurate information to the librarian on duty about the question, the amount of information required, and sources already consulted.

11) As time permits, follow-up on each reference request and determine if the patron is satisfied with search results.

- Encourage the patron to return to the Reference Desk if more information is needed.
- Return to the patron after the patron has had time to study the information source(s).
- Ask the patron if the question was completely answered.
- Consult the librarian on duty when additional expertise is needed.
- Ensure that patron will get appropriate service after a referral has been made to a Librarian by providing accurate information to the Librarian about the question, the amount of information required, and the sources already consulted.

Problems and Conflict Resolution

Problems related to work responsibilities or interaction between co-workers and staff occasionally develop at the job. It is always advantageous to straighten out potentially problematic situations quickly rather than allowing them to grow and create greater obstacles to a healthy and happy working environment.

The route to conflict resolution should always begin by attempting to resolve the problem on your own. If this does not work, please discuss your problem with the Peer Reference Counselor Program Coordinator or Co-Coordinators. If resolution can not be achieved, the PRC Coordinator will schedule a meeting with all appropriate parties and act as facilitator towards resolving any outstanding problems.

SECTION II:

TRAINING MANUAL

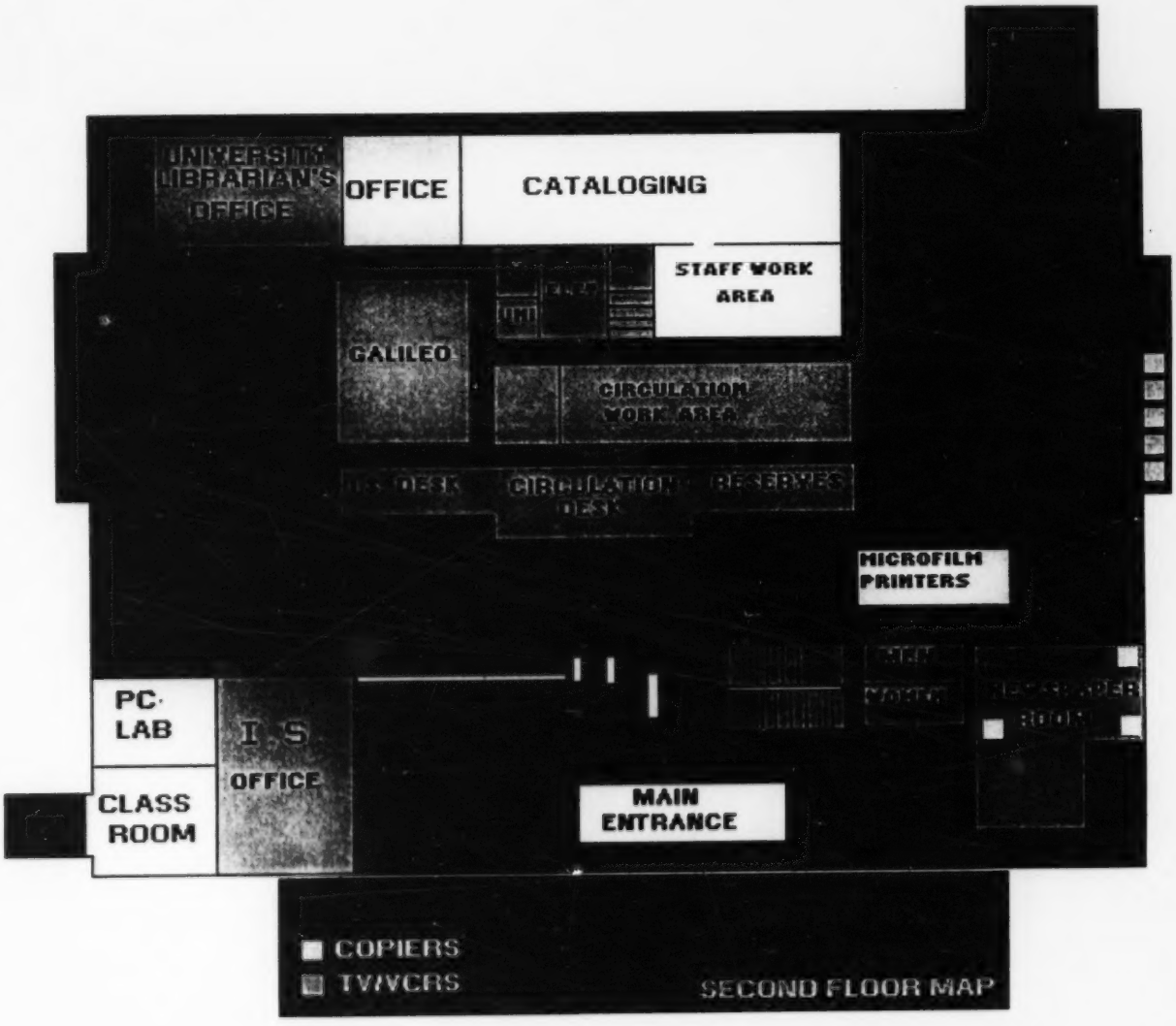
for

The Peer Reference Counseling Program

Odum Library
Valdosta State University
Valdosta, Georgia

TOUR OF ODUM LIBRARY

2nd Floor or Main Floor Map



BEST COPY AVAILABLE

Second or Main Floor Locations

You enter Odum Library on the 2nd or Main Floor. Rest rooms, DRAGON terminals, and pay phones are located on each floor. Areas of Service located on the Main Floor are as follows:

- ***Information Services or Reference Desk***—*Professionally assists patrons with the use of the library and its resources, including location, retrieval, indexes and other reference tools, and use of electronic resources such as DRAGON, GALILEO, and the CD-LAN.*

- ***Circulation Desk***—*Responsible for making materials accessible to library patrons; Checks library materials in and out.*

- ***Special Collections*** - *Maintains a Contemporary South Georgia History Collection and a Southern History Collection.*

- ***Reserve Desk***—*Responsible for materials put on reserve in the library by the VSU Administration or faculty; Stores Special Collections and paper copies of newspapers for the last three months.*

- ***Administrative Offices***—*University Librarian's Office, Dr. George Gaumond and his Secretary, Ms. Karrie Yeatman.*

- ***Cataloging Department*** - *Responsible for processing books before they are put on the shelves; Assign call numbers; Houses Associate University Librarian's Office, Dr. Betty Paulk.*

- ***Government Documents*** *Collection—Odum Library is a Selective Depository Library that receives about 30% of United States Government Publications.*

- ***Reference Collection***—*Contains more comprehensive sources; Non-circulating or books for use in the Library only.*

- ***Newspaper Room/Copiers***—*Contains the most recent issue of the newspapers that the library subscribes to.*

- ***Computer Lab/Classroom***—*Electronic classroom used for library instruction; Operates as a computer lab when classes are not scheduled.*

- *Electronic Resources*

    - ***DRAGON*** *- Odum Library's online catalog. Provides access to the books and audio-visuals in the library's collection. Searchable by author, title, subject, and keyword.*

    - ***Georgia Libraries Learning Online (GALILEO)*** *- Connects all of the libraries within the state of Georgia; Provides access to all of the core journals for undergraduate academic research, some of which are full-text; Provides free Internet access; Provides access to other library catalogs within Georgia.*

    - ***ERL Subject Indexes*** *- Specialized subject indexes accessible on GALILEO terminals.*

    - ***Government Documents CD Station*** *- Provides access to government information received on compact disc.*

    - ***Miscellaneous CDs*** *- Provides access to other cds not on the CD-LAN.*

    - ***Westlaw Terminal*** *- Provides access to Westlaw online; Must have obtained password from the Political Science Department; Librarians do not control or give out the current password.*

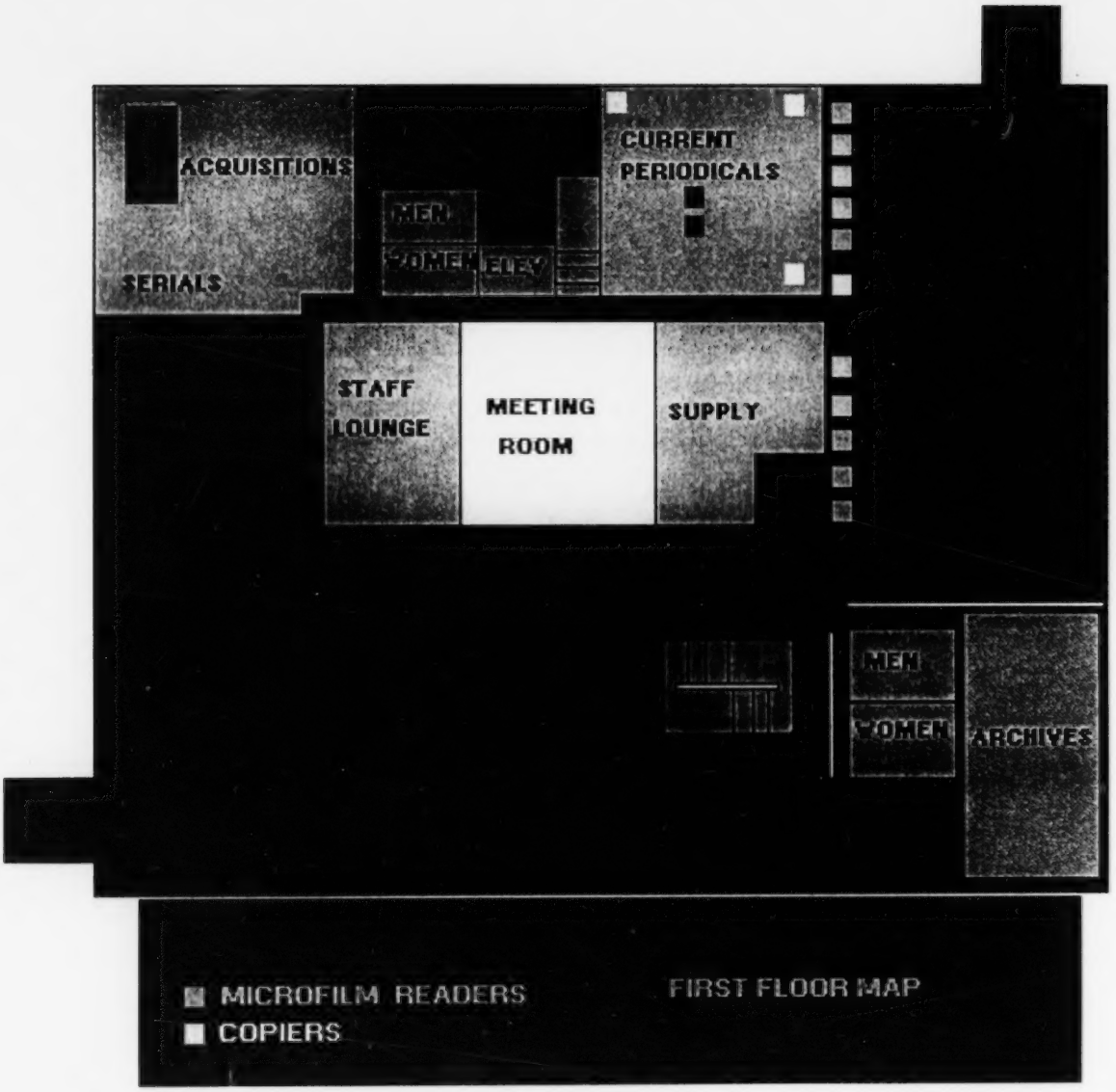
- ***Browsing Collection****—New books received by the library shelved in call number order by the microfiche and microfilm reader/printers; Contains popular fiction, non-fiction, and best sellers lists .*

- ***Microfiche and Microfilm Reader Printers****—Used to view and print from microfiche or microfilm.*

- ***Interlibrary Loan Center****—Shelf in front of IS office that houses interlibrary loan forms and collection bin; Can also be done electronically from the library's Homepage.*

BEST COPY AVAILABLE

First Floor Map



BEST COPY AVAILABLE

First Floor Locations

The entire first floor is mainly periodicals. Back issues of periodicals that Odum Library subscribes to are on the shelves. Current issues are kept either in the Current Periodicals Room or in storage. Rest rooms, DRAGON terminals, and pay phones are located on each floor.

- ***Archives*** *- Maintains a history of the University.*

- ***Serials Department*** *- Responsible for ordering, processing, binding, or microfilming periodicals received by the library; Assists patrons with locating periodicals on shelves or pulling from storage area.*

- ***Acquisitions Department*** *- Responsible for ordering all library resources such as books and audio-visuals; Provides binding services for theses.*

- ***Periodical Stacks*** *- Back issues of all of the periodicals that the library subscribes to; Located on both sides of the first floor in alphabetical order beginning on the west side; Back issues of newspapers are on microfilm in drawers located on the west side.*

- ***Current Periodicals Room*** *- Contains the most recent issue of selected periodicals that the library currently subscribes to.*

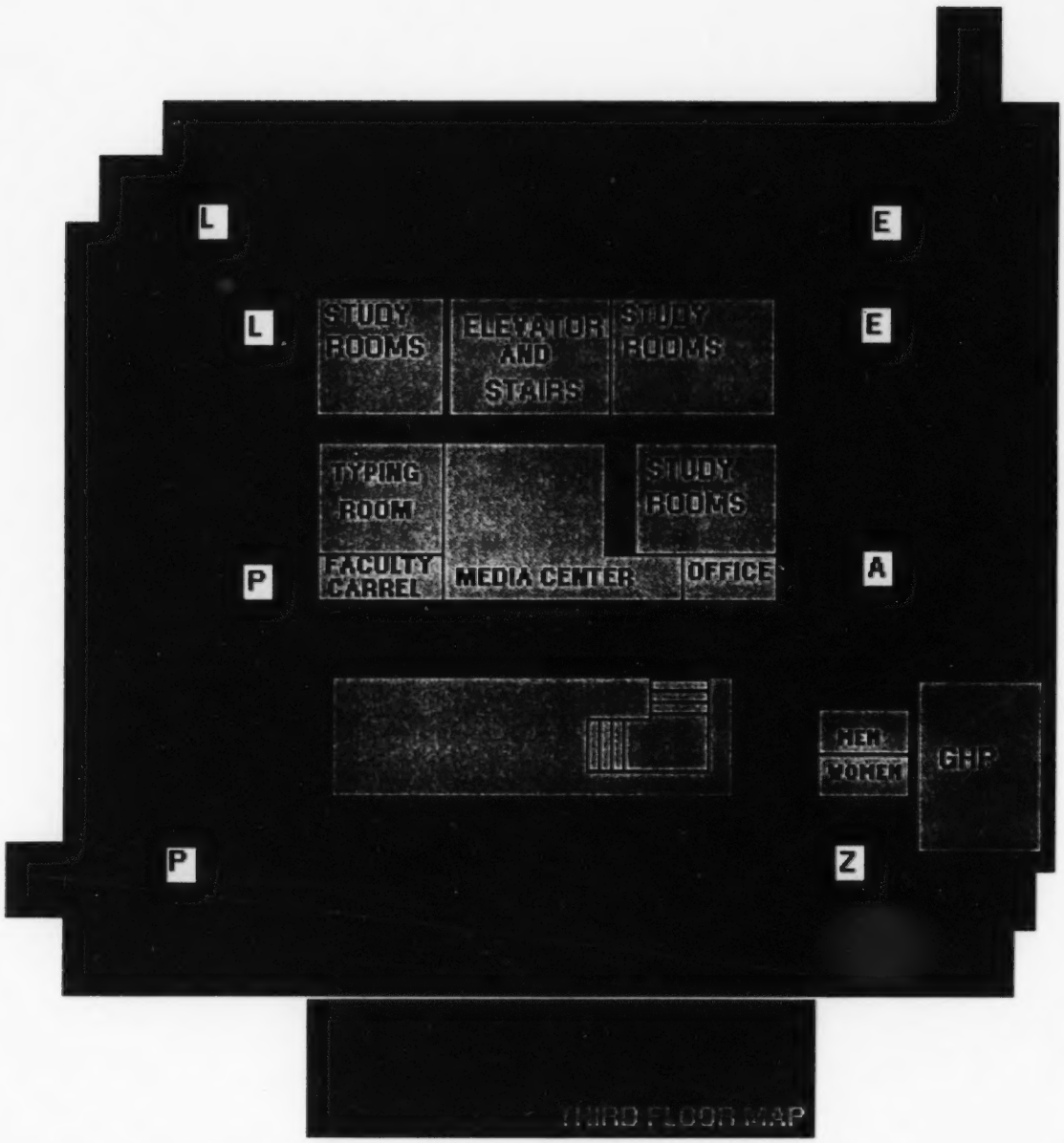
- ***Meeting Room*** *- Used for instructional sessions, meetings, and conferences.*

- ***Staff Lounge*** *- Where employees of the library can take breaks.*

- ***Supply Room*** *- Houses office supplies for the library.*

- ***Study Rooms*** *- Rooms reserved primarily for student use; Located along the east wall of Supply Room; Available on a first come first serve basis through the Circulation Department.*

Third Floor Map



BEST COPY AVAILABLE

Third Floor Locations

The third floor primarily consists of the Circulating Collection or books that can be checked out from the Library. Rest rooms, DRAGON terminals, and pay phones are located on each floor. The major service areas on the Third Floor include the following:

- ***Circulating Collection Stacks*** *- Contains books that can be checked out from the Library; Correspond to the same sections in the Reference Collection.*

- ***Governor's Honors Program Collection Area (GHP)*** *- Located directly above the Newspaper Room and Archives; Houses a collection for talented and gifted high school students enrolled in the Governor's Honors Program that meets at VSU every summer; May be used by VSU faculty, staff, and students.*

- ***Media Center*** *- Provides services such as laminating, transparencies, checking out audio-visual equipment, and cone binding services for 8 ½ x 11" documents.*

- ***Assistant University Librarian's Office*** *- Current office of Dr. Mark Winston; Located next to Media Center.*

- ***Study Rooms*** *- Rooms reserved primarily for student use; Available on a first come first serve basis through the Circulation Department; Reservation with current validated ID.*

BEST COPY AVAILABLE

Not on Tour . . . Satellite Locations

Odum Library has two satellite locations that will not be on the tour. Our satellite Service Locations are:

- ***Instructional Materials Center (IMC)*** *- Located on the 2nd Floor in the Education Building; Houses the Juvenile Collection and Educational Resources for teachers/educators; Staffed Monday- Friday only.*

- ***Fine Arts Materials Center (FAMC)*** *- Located in the Fine Arts Building; Houses records, tapes, CDs, musical scores, art slides and prints, and videotapes of dance and drama performances; Staffed Monday - Friday and Sunday only.*

DRAGON

What is DRAGON?

DRAGON is the name of Odum Library's online catalog. An online catalog is an electronic version of the familiar card catalog. DRAGON provides access to all of the books and audio-visuals within Odum's collection. You can also use DRAGON to verify periodicals that the library subscribes to as well as their holdings. As do most academic libraries, Odum uses the Library of Congress Classification System, which uses both letters and numbers to provide a greater range access, and to classify its resources. The DRAGON also uses specialized terminology called Library of Congress Subject Headings for classifying or arranging Odum's resources on the shelves.

Basic Guidelines for DRAGON Searching

- *You may search in DRAGON by Author, Title, Subject, or Keyword when using the DRAGON.*
- *No capitalization or punctuation is necessary.*
- *When entering a name into DRAGON, type the last name first, space and type the first name, space again and type a middle name or an initial.*
- *In title searches, omit articles such as "A," "An," or "The."*

How to Search in DRAGON

- *To perform an Author, Title, or Subject search, type in "A=," "T=," or "S=" followed by an author, title, or subject respectively.*
- *Press the return or enter key.*

- *If there are records in the DRAGON for your particular search, you will see either an individual record, if there is only record or a numbered list of ten results per screen, if there are more than one records for your search.*

- *If your search produces a numbered list, select a number and enter it at the prompt on the bottom of the screen.*

- *Press enter or return and your selection will appear on the screen.*

- *Records contain short bibliographic information such as the author, title, subject headings, publication information, a location symbol, and a call number.*

- *Additional DRAGON commands are at the bottom of the screen:*

    - *"P" for previous screen*
    - *"F" for full title record (Long form of the record which contains all basic information in the short record as well as number of pages and size of book, series information, and notes such as an abstract or short summary of book or chapter titles and/or subtitles).*
    - *"REL" for related works which automatically performs a search similar to the record on the screen.*

Subject Searching in DRAGON

- *Keep in mind that when performing a Subject search, the DRAGON is asking for specialized terminology called Library of Congress Subject Headings.*

- *Therefore, in order to successfully perform a subject search, you must use the appropriate Subject Heading.*

- *The Library of Congress Subject Headings can be looked up in a four volume set of red books called* ***Library of Congress Subject Headings.***

- *The* ***Library of Congress Subject Headings*** *set is located on the end of the table across from the Reference Desk that houses phone books.*

- *If you prefer not to look up subject headings, then you can use your own terminology when performing a Keyword search. See "Keyword Searching" below.*

Keyword Searching

- *Keyword searches provide slightly more flexibility than the former Author, Title, and Subject searching because it allows you to combine two or more search terms for a narrower, more specific search.*

- *In Keyword searching you may still search by Author, Title, or Subject, but keep in mind that the Subject searching is still asking for Library of Congress Subject Headings.*

- *To perform a Keyword search, use the following commands:*

    - *"Fi" (Find) - Always begin a search with "fi" because it tells the DRAGON that you want to find an author, title, subject, or keyword.*
    - *"Ti" for title.*
    - *"Su" for subject.*
    - *"Di" to display or show your search results.*
    - *"Au" for an author.*
    - *"Pri" to print your results.*

- *Use the Boolean operators, "and," "or," and "not" to combine and narrow two or more search terms.*

- *To perform the basic keyword search, simply type in "Fi" followed by a Keyword.*

- *Keep in mind that the basic keyword search, "Fi" will produce broad results because it includes all records that contain the keyword anywhere within the record.*

- *A Subject Keyword search, "Fi Su" followed by the appropriate subject heading would produce more specific search results.*

- *To find videotapes, type fi su followed by the subject and video recording.*

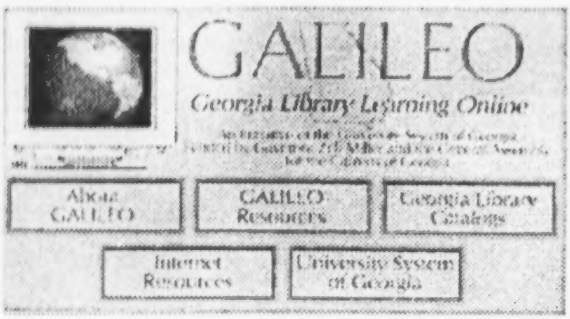
Printing in DRAGON

- *To print in DRAGON, simply type in "pri" and press the return or enter key.*

- *Your print request will be sent to the printer.*

GALILEO

WHAT IS GALILEO?



GALILEO, an acronym for Georgia Library Learning Online, is a statewide initiative to connect all of the libraries within the state of Georgia. With its commitment to educational excellence and information literacy, Georgia is a forerunner in the nation's quest for information. GALILEO was initiated in the Fall of 1995 at all of the University System Libraries receiving computer terminals with the GALILEO databases, free Internet access, information on the University System of Georgia, and the ability to search other online library catalogs within the University system. The GALILEO databases provide access to all of the core academic journals for undergraduate research and includes some full-text. GALILEO should now be in your local public libraries within the state. Additionally, plans are underway to expand GALILEO to all K-12 school library media centers as well.

Basic Rules for GALILEO Searching:

- *Click on the **BLUE LETTERS** to execute a command (eg. Click on the title of an article in Blue to read the abstract of the article).*
- *Use the GALILEO command buttons to navigate through GALILEO:*
  - ***DATABASES**—Returns to either the alphabetical list of databases or the subject list of databases*
  - ***SEARCH**—Returns to Search Screen*
  - ***LIMIT**—Narrows or limits search to specified parameters*
  - ***RESULTS**—Records the database located matching your search*
  - ***HELP**—Online Help*
  - ***CITATION**—Abstract screen that contains bibliographic info and the abstract or short summary of the article*
  - ***HOME PAGE**—Returns to the GALILEO Home Page*
  - ***PREVIOUS GROUP**—Group of 10 records in the Results List that were previously viewed*

BEST COPY AVAILABLE

- *NEXT GROUP—Next group of 10 records in the Results List*
- *ARTICLE TEXT—Text of article minus any pictures, graphs, or charts*

- *Never use the **BACK BUTTON** to return to the previous screen.*

- *Use the Boolean Operators (**AND, OR, NOT**) to combine and narrow search terms:*

AIDS and Women
(Blacks or African-Americans) and AIDS
(Blacks or African-Americans) and AIDS not Drugs

- ***NOT EVERY** Database in GALILEO is full-text.*

Finding Articles in GALILEO:

- *From the GALILEO Home Page, click on the GALILEO Databases Button.*

SUBJECT CATEGORIES IN GALILEO (Changes Frequently)

- *Arts and Humanities*
- *Business and Economics*
- *Conferences and Proceedings*
- *Earth Sciences*
- *Education*
- *Engineering & Physical Sciences*
- *Full-Text Books*
- *Full-Text Journal/Newspaper Articles*
- *General Indexes*
- *Government Publications*
- *Life Sciences*
- *Medicine and Health Sciences*
- *Newspapers*
- *Public Affairs and Law*
- *Reference Sources*
- *Social Sciences*

- *Select a Subject Category from the sixteen categories that is appropriate for your topic and click on that box:*

OR

- *Select a Database appropriate to your topic from the Alphabetical List of Databases.*

- *Click on the Search Box and type your search statement to locate articles on your topic.*

- *Click on the Start Search Button.*

- *The results of your search will be displayed in a list.*
- *Click on the article(s) of interest to you to read the abstract.*
- *Some databases contain full-text, or the entire text of the article minus any pictures, charts, or graphs.*
- *If the article is full-text, you will see an* ***ARTICLE TEXT Button*** *in the GALILEO Navigational Buttons when you are viewing the full citation or abstract screen; Click on the* ***ARTICLE TEXT Button*** *to access the article text.*
- *To Print your Citation or Article in GALILEO, Click on the PRINT Button at the top of the Screen or Select Print from File, and then click on the OK Box.*
- *To save an article to a disk:*
  - *Select File*
  - *Under File, select "Print to File"*
  - *Click on the OK Box*

ERL Subject Indices

The ERL Subject Indices replaced our CD-LAN SilverPlatter Databases of which ERIC, GPO, Sociofile, and Psychlit were a part. The ERL Subject Indices can be accessed via the Odum Library Home Page. You may search one, more than one, or all of the ERL databases simultaneously. The Valdosta ERL contains the following databses:

- *ERIC 1966-1997*
- *PsycInfo*
  - *Serials 1967-1997*
  - *Chapters/Books 1987-1997*
- *Sociofile 1974-1997*
- *Social Work Abstract*
  - *NASW Clinical Register 1995 8th edition*
  - *Social Work Abstracts 1977-1997*
- *Nursing Index (CINAHL) 1982-1997*
- *GPO on SilverPlatter 1976-1997*

SEARCHING IN THE ERL DATABASES:

- *Select one or more of the databases in ERL*
- *Click* **Search**

OR

- *Use the Term in Database Search to find out which databases contain your search terms*
- *Enter the word or phrase you would like to find*
- *Click Select*

GOVERNMENT DOCUMENTS

Valdosta State University is a selective federal depository. This means that Odum Library receives some of the publications issued from the various government agencies. Odum Library receives approximately 35% of all government publications designated for depositories. This means that we receive and have the responsibility to provide public access to a wide variety of department and agency and other publications. Government publications includes books, maps, posters, pamphlets, and periodicals. Materials distributed to depository libraries may be received in a paper, microfiche, audio-visual, or electronic format.

Most of the government documents are housed in a separate collection on the west side of the Main Floor. We also receive many documents from the State of Georgia, including annual reports from agencies and departments. Georgia state documents are housed on the back row or the Government Documents area, arranged alphabetically by the agency name. Government publications are sometimes difficult to locate. Most government documents have not been cataloged and do not appear in the DRAGON. Therefore, an understanding of finding sources for government information is useful.

Government Documents Call Numbers

The Government Documents Collection uses the Superintendent of Documents (Su Doc) Classification System, which organizes publications by the issuing department or agency. Call numbers have an alphabetic stem followed by a decimal number.

C 61.43:987

"C" for the Commerce Department (Issuing Agency); "61" for the International Trade Administration (Subordinate Bureau within the Agency) "34" for the number designating title; and "987" is the year of publication (1987).

Prefixes of Superintendent of Documents Classification Numbers of Agencies of Interest:

A	*Agriculture Department*
C 3.	*Census Bureau (Commerce Department)*
D	*Defense Department*
E	*Energy Department*
ED	*Education Department*
GA	*General Accounting Office*
GS	*General Services Administration*
HE	*Health and Human Services Administration*
I	*Interior Department*
I 19.	*U.S. Geological Survey (Interior Department)*
J	*Justice Department*
Ju	*Judiciary*
L	*Labor Department*
LC	*Library of Congress*
NAS	*National Aeronautics and Space Administration (NASA)*
S	*State Department*
SI	*Smithsonian Institute*
T 22.	*Internal Revenue Service (Treasury Department)*
X, Y	*Congress*
Y4.	*Congressional Committees*

Finding Government Publications

The majority of the government documents are currently uncataloged and, therefore, do not appear in the DRAGON, VSU's online catalog. To facilitate access to the government documents collection, Odum Library maintains several indexes and catalogs. Please keep in mind that Odum Library is a selective depository library with about 35% of all government publications included in its collection. Consequently, once a Su Doc number has been located via one of the following indexes or catalogs, proceed with these steps to determine whether or not we have the publication in our collection:

- *First, locate a government publication in an Index or Catalog.*
- *Next, check the item number in the Item List, a Black Notebook, located in Reference to determine whether or not it is an item that we select.*

- *If the number is included in the Item List, check DRAGON to see if it is a cataloged document.*

- *If the item is not in DRAGON, use the Su Doc number to locate and retrieve the publication from the Documents Area.*

- *Request the document through interlibrary loan if the number is not included in the Item List.*

Possible Sources for Locating Government Information

DRAGON

DRAGON, Odum Library's online catalog, contains a limited number of government documents that are cataloged and integrated into the library's book and periodical collections. As a rule of thumb, if the title or issuing agency (author) of a government document is known, perform a title or author search in DRAGON to locate the item. To perform a title or author search, simply type in "T=" or "A=" followed by a title or author respectively. DRAGON will provide you with a location symbol and call number if the item has been cataloged. If the item has not been cataloged, you will receive an error message to the effect of " No such title or author in the database."

Indexes and Catalogs

GPO (Government Printing Office) on Silver Platter CD-ROM 1976-Present; Also available on GALILEO
GPO on Silver Platter corresponds to the Monthly Catalog of the United States, which contains approximately 50% of the published government documents. Many administrative documents and reports are excluded, as are items classified for reasons of national security.

Monthly Catalog of the United States Government Publications (Print and Microfiche) 1941-Present
GP 3.8/8: ***Located in Documents Collection***
Principal and official index of most government agencies at the federal level. Includes a subject index, an author index, and a keyword index.

Congressional Information Service (Print) 1970-Present
Located in Gov Documents Area
A comprehensive index and abstract service for the publications of the U.S. Congress. Hearings, bills, laws, resolutions, reports, documents, and prints are indexed. The bound volumes provide you with subject access and short descriptions of the documents. The full-text of the documents can be found on microfiche provided by the U.S. government. Complete legislative histories outline all activities leading up to the passage of a law during the previous session of Congress are available from 1984 to present in Volume 3.

Government Reports Announcements and Index (GRA & I)
C 51.9/3: ***Located in Documents Collection***
Index and abstract service of the National Technical Information Service (NTIS), the federally operated clearinghouse of scientific and technical information. Many reports listed are available through NTIS.

GPO Access (Option 8 on DRAGON's Main Menu)
Provides electronic access to over 30 full-text Congressional, Statutory, and Regulatory databases for material such as congressional bills, public laws, Congressional Record, economic indicators, Federal Register, GAO Reports, and the United States Code.

Public Affairs Information Service (P.A.I.S.) & PAIS Decade (Online)
Index Z 7163.P97 ***Access via GALILEO***
Index to current periodicals and government publications; Provides access to citations from public policy and public affairs information relevant to students, researchers, administrators, legislators, business and financial decision makers.